



Optum is a global organization that delivers care, aided by technology to help millions of people live healthier lives. The work you do with our team will directly improve health outcomes by connecting people with the care, pharmacy benefits, data and resources they need to feel their best. Here, you will find a culture guided by diversity and inclusion, talented peers, comprehensive benefits and career development opportunities. Come make an impact on the communities we serve as you help us advance health equity on a global scale. Join us to start **Caring. Connecting. Growing together.**

Primary Responsibilities:

- Take chat messages per day from customers who have questions about their health benefits
- Support secure email inquiries
- Use personality and our tools to help customers through the health care benefits available to them.
- Communicate online in a conversational manner that promotes dialogue and establishes rapport. Associate must avoid poor grammar, misstatements, or lengthy explanation. Online writing necessitates that associate have an aptitude for knowing when to apply the “dos and don’ts” of online communication.
- Type at a reasonable pace, 30-35 words a minute (WPM).
- Provide product information, use service engagement skills, and efficiently use service resources.
- Technology comfort and know-how: Associate must be adept at using the Associate Workspace, other technology, and automation tools.
- App, Website, and SMS savvy: Consumers who accept an engagement will have high expectations of the associate's knowledge. Associate will need to maintain a high level of familiarity with the digital property the consumer is using.
- Read between the lines." Visitors don't necessarily have good writing skills and advocates may have to interpret what the visitor is really asking by responding with a clarifying question or statement.
- Adapt to continual change as the department fine-tunes the messaging program.
- Maintain a healthy brand-to-consumer relationship that benefits the consumer. Communicate with consumers primarily through messaging. Unlike other forms of communication, messaging grants both you and the consumer time flexibility, and keeps you connected even after the immediate question has been answered. The result is a superior customer service experience for the consumer, and a superior professional experience for you - where you can personalize your interactions and have a meaningful impact on our business.

Qualifications

- Any Graduate (Excluding B tech/MCA)
- Excellent interpersonal and business communications skills - verbal and written
- General knowledge of computers and business operations
- Should have a minimum typing speed of 30-35 Words Per Minute